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Technology Center 2100

First Named
Inventor : Brent Magouirk et al.

Appln. No. : 10/052,577

Filed : January 18, 2002

For : CUSTOMER MANAGEMENT SYSTEM

Docket No.: S77.12-0002

Group Art Unit: 2171

Examiner: ---

INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents
Washington, D.C. 20231

I HEREBY CERTIFY THAT THIS PAPER IS BEING
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WASHINGTON, D.C. 20231, THIS

11th DAY OF June, 2002

Christopher L. Vale
PATENT ATTORNEY

Sir:

The patents or publications listed on the enclosed PTO
Form-1449 are submitted pursuant to 37 C.F.R. § 1.97. Copies of
the patents or publications cited are enclosed.

TIME OF FILING

The information disclosure statement is being filed with
the application or within three months of the filing date of the
application or date of entry into the national stage of an
international application or before the mailing date of a first
Office action on the merits, whichever event occurs last. In
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The Director is authorized to charge any fee deficiency required by this paper or credit any overpayment to Deposit Account No. 23-1123. A duplicate copy of this communication is enclosed.

Respectfully submitted,

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FORM PTO-1449	Atty. Docket No.: S77.12-0002	Appl. No.: 10/052,577
 <p>LIST OF PATENTS AND PUBLICATIONS FOR APPLICANT'S INFORMATION DISCLOSURE STATEMENT</p>	First Named Inventor:	
	Brent Magouirk et al.	
	Filing Date	Group Art:
	January 18, 2002	2171

U.S. PATENT DOCUMENTS

Examiner Initial	Document No.	Date	Name	Class	Sub Class	Filing Date If Appropriate
AA	5,283,865	02/01/94	Johnson	395	161	RECEIVED JUN 19 2002 Technology Center 2100
AB	5,367,627	11/22/94	Johnson	395	161	
AC	5,493,490	02/20/96	Johnson	364	401	
AD	5,615,342	03/25/97	Johnson	395	227	
AE	5,625,776	04/29/97	Johnson	395	227	
AF	5,758,331	05/26/98	Johnson	705	412	
AG	6,067,525	05/23/00	Johnson et al.	705	10	
AH	6,141,658	10/31/00	Mehr et al.	707	7	
AI	6,169,979	01/02/01	Johnson	705	412	
AJ						
AK						

FOREIGN PATENT DOCUMENTS

	Document No.	Date	Country	Class	Sub Class	Translation Yes No
AL						
AM						
AN						

OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.)

AO	RECEIVED JUN 20 2002 GROUP 3600
AP	
AQ	
EXAMINER:	DATE CONSIDERED:

EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.